

Access and Interconnection Agreement

Annex K Contacts

IAK
AEP MZ L.B YZ

20

Table of Contents

1	General.....	3
2	Operational Meeting Contact Points.....	4
3	Contact Point.....	5
4	Operation and Maintenance Contact Point	7
5	Serving of Notices pursuant Resolution of Disputes of the Main Agreement.	10

1 AK
Aug Mb L.B YZ

1 General

- 1.1 This Annex K 'Contact Points' lists the contact points for both Parties related to services provided under this Agreement. This Annex will be regularly updated at the Operational Meetings.
- 1.2 Either Party may amend their contact information within this Annex if required, with one (1) week prior notice to the other Party. In exceptional cases, either Party may make changes to the contact information without prior notice but must inform the other Party as soon as reasonably possible. The case(s) for exceptional circumstances shall be agreed between the Parties during regular operational meetings.

1 AK
Aug MZ L.B YZ

2 Operational Meeting Contact Points

- 2.1 The parties shall meet within one (1) month of commencement of this agreement to establish Operational processes and procedures necessary, including updating the contact details in Clauses 3, 4 and 5 below to ensure that obligations of both Parties under this agreement are fulfilled.

IAK

Aug MZ L.B YZ

3 Contact Point

3.1 Except, if specifically provided otherwise, all communications relating to this Interconnection Agreement regarding Interconnection Provisioning shall be to the following contact points:

3.1.1 Omantel Contact Points

OMANTEL Name/Position Department / Address	Telephone: Mobile: Fax: E-Mail:	Location/Area
Wholesale Billing	Group Email E-Mail nationalinvoices@omantel.om	<ul style="list-style-type: none"> • Sending and Receiving Invoices • Invoice enquiries Level 1
Senior Manager, Billing & Collections	Sarah Michelle Narag Telephone: Mobile: +968 71110086 E-Mail: sarah.narag@omantel.om	<ul style="list-style-type: none"> • Management of Invoices • Receiving Invoices • Invoice enquiries Level 2 • Billing Dispute Notices Receipt, pursuant to Annex B Billing and Payment • Billing Disputes Level 1 • Omantel responsible coordinator for the Operational Meetings
Manager, Billing Wholesale	Ahlam Al Wahaibi Telephone: +968 24242001 Mobile: +968 99877622 E-Mail: Ahlam.Wahaibi@omantel.om	
Specialist, Billing Wholesale	Mohammed Al Hemeidi Telephone: Mobile: +968 98555586 E-Mail: mohammed.hemeidi@omantel.om	
Accounts Receivable Section, Financial Unit	Fathiya Al Zadjali Telephone: +968 24241425 E-Mail: Fathiya.Zadjali@omantel.om	<ul style="list-style-type: none"> • Bank details for payment of invoices

AK
Aug MZ L.B YZ

3.1.2 The Requesting Party Contact Points

Ooredoo Oman Name/Position Department / Address	Telephone: Mobile: Fax: E-Mail:	Location/Area
<ul style="list-style-type: none"> Billing Wholesale & Collections AP team 	<ul style="list-style-type: none"> Sending Invoices from OO to OT E-Mail: BillingWholesaleCollections@ooredoo.om <ul style="list-style-type: none"> Receiving Invoices from OT to OO E-Mail: APteam@ooredoo.om	<ul style="list-style-type: none"> Sending and Receiving Invoices Invoice enquiries Level 1
<ul style="list-style-type: none"> AP team National Wholesale Billing Wholesale & Collections 	<ul style="list-style-type: none"> Receiving Invoices from OT to OO E-Mail: APteam@ooredoo.om <ul style="list-style-type: none"> Management of Invoices E-Mail: Nat.Wholesale@ooredoo.om <ul style="list-style-type: none"> Sending Invoices/Disputation from OO to OT E-Mail: BillingWholesaleCollections@ooredoo.om	<ul style="list-style-type: none"> Management of Invoices Receiving Invoices Invoice enquiries Level 2 Billing Dispute Notices Receipt, pursuant to Annex B Billing and Payment Billing Disputes Level 1 Omantel responsible coordinator for the Operational Meetings
<ul style="list-style-type: none"> Wholesale Operation National Wholesale 	E-Mail: Nat.Wholesale@ooredoo.om	<ul style="list-style-type: none"> Billing Disputes Level 2
<ul style="list-style-type: none"> Accounts Receivable Section, Financial Unit 	<ul style="list-style-type: none"> AP team E-Mail: APteam@ooredoo.om	<ul style="list-style-type: none"> Bank details for payment of invoices

4 Operation and Maintenance Contact Point

4.1 Except, if specifically provided otherwise, all communications relating to this Interconnection Agreement regarding Operation and Maintenance shall be to the following contact points:

4.1.1 Omantel Contact Points

OMANTEL Name/Position Department / Address	Telephone: Mobile: E-Mail:	Location/Area
NOC	E-mail: nsoc.transport@omantel.om Contact: +968 24240156	<ul style="list-style-type: none"> • 24/7 initial fault reporting/receiving national network. • General Network Queries • 24/7 support
FO Shift Manager	Telephone: +968 24240150 E-mail: nsoc.shiftmanager@omantel.om	
Front Office NOC Team Leader	AL Mohammed Mohammed Abdullah AL Mahruqi Mobile: +968 99842442 E-mail: almohanned.mahruqi@omantel.om	<ul style="list-style-type: none"> • Fault Escalation Level 1
Front Office NOC Manager	Sultan Humaid Al Abri Mobile: +968 98299934 E-mail: Sultan.abri@omantel.om	<ul style="list-style-type: none"> • Fault Escalation Level 2
NOC Senior Manager	Turki Mohammed AL- Busafi Mobile: +968 99228781 E-mail: Turki.Busafi@omantel.om	<ul style="list-style-type: none"> • Fault Escalation Level 3

IAK

Aug Mb L.B YZ

OMANTEL Name/Position Department / Address	Telephone: Mobile: E-Mail:	Location/Area
Technical Operations General Manager	Taha Husain Shahdad Al Raisi Mobile: +968 94200099 E-mail: taha.alraisi@omantel.om	<ul style="list-style-type: none"> Fault Escalation Level 4
GM Domestic Wholesale	Aisha Al Kharusi Mobile: +968 99457707 E-Mail: aisha.kharusi@omantel.om	<ul style="list-style-type: none"> Commercial / Agreement
Manager Wholesale Operations	Hilal Mohammed Al Alawi Mobile: +968 99323840 E-mail: hilal.alawi@omantel.om	<ul style="list-style-type: none"> Planned Works Statistical Measurement of network and interconnect service performance Notifications of Planned Works Notification and receipt of Dispute of Planned Works pursuant to Annex H
Manager, Service Delivery	Said Majid Mohd Al kindi. Mobile: +968 99818190 E-mail: Said.Kindi@omantel.om	<ul style="list-style-type: none"> Repetitive problems, performance deterioration, long-duration failures and problems at sensitive sites Test Calls
Manager, Colocation and Interconnection	Mohamed Abdullah Al Zadjali Mobile: +968 99333586 E-mail: mohammed.zedjali@omantel.om	<ul style="list-style-type: none"> Network Planning & Design Order Management (Placing or receiving orders, order cancellation or service termination for Interconnection: POIs, switching, signaling, transmission, leased circuits or port capacity.
Key Account Manager Colocation and Interconnection (Commercial Focal Point)	Yazan Said Moosa Al Zadjali Mobile: +968 95999666 E-mail: yazan.zadjali@omantel.om	<ul style="list-style-type: none"> Account focal points for below. <ul style="list-style-type: none"> Order Management Placing or receiving orders, order cancellation or service termination for Interconnection.
Account Manager Colocation and Interconnection (Commercial Focal Point)	Lubna Juma Haji Al Bulushi Mobile: +968 96076977 Telephone: +968 24242224 E-mail: lubna.bulushi@omantel.om	

IAK

Aug

Mz L.B

42

4.1.2 The Requesting Party Contact Points

Ooredoo Oman Name/Position Department / Address	Telephone: Mobile: Fax: E-Mail:	Location/Area
<ul style="list-style-type: none"> Ooredoo Oman NOC 	E-Mail: NOC-FO@ooredoo.om Tel: +968 22002222	<ul style="list-style-type: none"> 24/7 initial fault reporting/receiving national network General Network Queries 24/7 support
<ul style="list-style-type: none"> Site Access & Exit Without CR or Non-Outage CR Access only & Data Center Access Site Access & Exit with CR & for Sites Alarm Verification IP/SDH//MW CR and Alarms Verifications Core/IGW 	E-Mail: NOC-FO@ooredoo.om NOC-IP@ooredoo.om NOC-IGWVoice@ooredoo.om NOCCSCore@ooredoo.om Tel: +968 22002222	<ul style="list-style-type: none"> Fault Escalation Level 1
<ul style="list-style-type: none"> NOC Manager 	NOC-FO-Shift-Manager E-Mail: NOC-FO-Shift-Managers@ooredoo.om Tel: +968 22002222	<ul style="list-style-type: none"> Fault Escalation Level 2
<ul style="list-style-type: none"> NOC Senior Manager 	E-mail: NOC-Mgmt@ooredoo.om Tel: +968 22002222	<ul style="list-style-type: none"> Fault Escalation Level 3
<ul style="list-style-type: none"> GM Operations & Maintenance 	E-mail: SO&AManagement@ooredoo.om	<ul style="list-style-type: none"> Fault Escalation Level 4
<ul style="list-style-type: none"> GM Wholesale Operations 	E-Mail: Nat.Wholesale@ooredoo.om	<ul style="list-style-type: none"> Commercial / Agreement

IAK
 Aug Mb L.B YZ

5 Serving of Notices pursuant Resolution of Disputes of the Main Agreement.

- 5.1 Except, if specifically provided otherwise, all Notices and other communications relating to this Interconnection Agreement (Level 1) shall be in writing and shall be sent as follows:

If to Omantel:

Title: Manager, Co-location & Interconnection
Chief Commercial & Operating Office
Mohamed Abdullah Al Zadjali

Phone: +968 24244367
Mobile: +968 99333586
E-Mail: mohammed.zedjali@omantel.om
Address: Omantel Head Quarters
Madinat Al Irfan
Sultanate of Oman

If to the Requesting Party:

Title: Department Head National Wholesale
Saqr Al-Hasani

Mobile: +968 95103998
E-Mail: Nat.Wholesale@ooredoo.om
Address: Ooredoo Oman Head Quarter MGM / Muscat / Sultanate of Oman

or to such other addresses as the Parties may notify from time to time pursuant to this Annex K.

AK
Aug MZ L.B YZ

5.2 The Level 2 escalation points within the Parties in relation to resolution of Disputes shall be as follows:

If to Omantel:

Title: General Manager, Domestic Wholesale
Chief Commercial & Operating Office
Aisha Ibrahim Al Kharusi

Phone: +968 24244554
Mobile: +968 99457707
E-Mail: aisha.kharusi@omantel.om
Address: Omantel Head Quarters
Madinat Al Irfan

If to the Requesting Party:

Title: Director Carrier & Global Capacity
Asaad Al-Saadi

Mobile: +968 95103828
E-Mail: Asaad.Al-Saadi@ooredoo.om
Address: Ooredoo Oman Head Quarter MGM / Muscat / Sultanate of Oman

or to such other addresses as the Parties may notify from time to time pursuant to this Annex K.

IAK
Aug Mb L.B YZ

5.3 The Level 3 escalation points within the Parties in relation to resolution of Disputes shall be as follows:

If to Omantel:	
Title:	Chief Commercial & Operating Officer Chief Commercial & Operating Office Samy Ahmed Abdulqadir Al Ghassany
Mobile:	+968 99431731
E-Mail:	samy.ghassany@omantel.om
Address:	Omantel Head Quarters Madinat Al Irfan Sultanate of Oman

If to the Requesting Party:	
Title:	Chief Business & Wholesale Officer Saied Sadiq Al-Lawati
Mobile:	+968 95103157
E-Mail:	Saied.Mohammed@ooredoo.om
Address:	Ooredoo Oman Head Quarter MGM / Muscat / Sultanate of Oman

or to such other addresses as the Parties may notify from time to time pursuant to this Annex K.

IAK
Aug MZ L.B YZ